



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Nevada: Southwest Alliance for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. The Southwest Alliance for Excellence (SWAE; <http://www.swae.org/>) is a 501(c)(3) nonprofit corporation that advances improvement and excellence in organizations, communities, and individuals throughout Arizona, Nevada, and Utah. SWAE empowers organizations to pursue performance excellence, improve outcomes, and contribute to the economic strength of their community and state.

### 2014–2015 Nevada Award Winners

City of Henderson (Pioneer Award for Excellence)

Nathan Adelson Hospice (Level 1)

### AHCA/NCAL National Quality Award Winners in Nevada

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldridge Performance Excellence Program.

Pahrump Health and Rehabilitation (2015, Bronze)

Prestige Senior Living at Mira Loma (2015, Bronze)

Silver Ridge Healthcare Center (2015, Bronze)

Prestige Assisted Living at Henderson (2014, Bronze)

## Baldridge in the U.S.

- Organizations from all sectors and of all sizes use the Baldridge Excellence Framework to achieve their success and sustainability goals.
- U.S. organizations applying for the Baldridge Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.
- 102 Baldridge Award recipients share their role-model practices with other organizations.
- 2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.

## Sample Achievements by Baldrige Award Winners

- Increase in **net operating margin** from 5.98% in 2007 to 7.39% in 2009, exceeding that of AA-rated hospitals and representing top-decile performance in the industry (Advocate Good Samaritan Hospital)
- Decrease in **average door-to-doctor time in emergency** from 45 minutes in 2008 to 22 minutes in 2012, well below the California benchmark of 58 minutes (Sutter Davis Hospital)
- **Patient satisfaction** at or above the national 90th percentile on Press Ganey Associates surveys for four years leading to its 2012 Baldrige Award (North Mississippi Health Services)
- Despite rigorous public school graduation requirements, a **97.4 percent graduation rate** in 2012-2013 (Pewaukee School District)
- Estimated **cost savings** of **\$225 million** annually through time reductions resulting from process and performance improvement programs in all business lines (Lockheed Martin Missiles and Fire Control)
- Recognized as the "**Number One Best Place to Work in St. Louis**" in 2009 and 2010 by the *St. Louis Business Journal* (Nestlé Purina PetCare)
- **Revenue growth** from about \$120 million in 1997 to approximately \$625 million in 2009 (MEDRAD)
- Residents' ratings of **overall quality of service** that outperformed the state, the county government, and the U.S. government (City of Irving, Texas)
- 11% increase in **profitability** over 6 years (Texas Nameplate Company)
- 48% **growth in net income** over 4 years (Los Alamos National Bank)
- 172% improvement in **market share** in its primary service area over 4 years; 72% **growth in sales** over four years, a gain held in 2002, when the industry declined 6.6% (Branch-Smith Printing Division)
- 400% **increase in sales** over 12 years (Stoner)

## Impact of Baldrige Examiners

- Examiners learn the Criteria for Performance Excellence and use them to evaluate Baldrige Award applicants.
- Examiners benefit from best practices learned and apply them within their organizations.
- The Baldrige Program received the first-place award in the government and military category of the Leadership 500 Excellence Awards, an annual recognition of the world's best leadership development programs and initiatives.